

Town of Scituate, Massachusetts

Position Description

TRANSPORTATION COORDINATOR (TC) – COUNCIL ON AGING (COA)

Statement of Duties

The Transportation Coordinator for the COA receives calls and communicates with residents of Scituate 60 and over as well as disabled clients who are eligible for transportation services. Based on advance requests, the TC schedules individuals for local transportation on one of our COA vans. The TC also schedules rides for out-of-town Medical appointments in surrounding towns as well as Boston hospitals through a third-party service.

Supervision

The incumbent reports to the COA Director and supervises the COA Drivers.

Responsible for:

Coordination of all transportation service for the Scituate COA, which includes:

- Managing of required training and compliance regulations for the van drivers;
- Arranging driver schedules;
- Taking calls and coordinating requests for all rides on COA vans and through SSCAC;
- Monitoring all Out of Town Medical rides;
- Monitoring drivers' performance;
- Coordinating service on the vans;
- Ascertaining the status of each rider in terms of their ability to ride safely and administering policy, as needed;
- Working with hospitals and other medical facilities to coordinate services, if necessary;
- Completing registering of eligible riders;
- Validate fuel and service expenses;
- Produce monthly reports and as-needed information;
- Developing system for automated ride scheduling through My Senior Center;
- Maintaining records of transportation usage and driver history;

Any other duty relating to transportation or as Director requires.

Qualifications Needed

Bachelors' Degree in human services, or other related field, three years' experience working or the equivalent combination of education and work experience. Excellent organizational skills, the ability to

assess and correct problems, a proven ability to communicate well, maintain daily schedules , coordinateactivities, and evaluate procedures for effectiveness.

Proficiency in current computer hardware and software applications specifically in Microsoft Word, Excel and Publisher. Ability to maintain confidential information, keep complex records, and prepare correspondence on routine matters.. Must be able to operate a computer calculator, fax machine and copier and transition from one to another

Physical and Mental Requirements

Physical demands generally involve, talking or listening/hearing.. The position has normal vision requirements. Equipment used includes personal computers, office machines, telephone, facsimile and related office machines.